

Response of UWUA Local 273/Nancy Brockway to RR DTE-114
August 3, 2005

Record Request DTE-114: Provide the source of the tables on pages 12, 13 and 14 of the direct testimony of Nancy Brockway.

Response of Nancy Brockway:

As my attached Excel spreadsheet workpapers show (“Callcenterstats.xls”), the source of the data for the tables on pages 12-14 was the monthly reports of the Company’s affiliate Northern Utilities to the New Hampshire Public Utilities Commission. The data shown in the tables in my testimony on pages 12-14 was combined in those reports for Massachusetts, New Hampshire and Maine.

Record Request DTE-115: Identify the companies whose service area is identified in the table on Pages 12-14 of the testimony of Nancy Brockway.

Response of Nancy Brockway:

Please see the answer to Record Request DTE-114: the data are combined for all of the affiliated LDCs in the three New England states. To the extent that New Hampshire received special treatment, thus raising the performance for that state, one could infer that Massachusetts and Maine results are worse than those reflected in my testimony.

Record Request AG-76: Can Ms. Brockway explain, based on her knowledge, whether the Department's definition of call answering addresses the issue of callbacks, as described in her testimony on Page 12?

Response of Nancy Brockway:

According to the "BSG/NUI SQ Manual", State-MA, Chapter II, Measure 2A ("TSF 30 Seconds Emergency") available as Attachment DTE 1-1 in Docket D.T.E. 05-12, based on Bay State's approved Service Quality Plan, emergency calls "shall be measured beginning at the point that the call is responded to by the service area selected by the caller or at the point that a customer service representative responds to the call."

For non-emergency calls, the BSG/NU SQ Manual, State-MA, Chapter II, Measure 1A ("TSF 30 Seconds Non-Emergency"), states that "TSF shall be measured beginning at the point that the caller makes a service selection and ending at the point that the call is responded to by the service area selected by the caller. If the caller does not make a selection, the response time shall be measured from a point following the completion of the Company's recorded menu options and ending at the point that a customer service representative responds to the call."

These Manuals both recite that the source of the requirement is Bay State Gas Company's Service Quality Plan filed on May 31, 2002, in compliance with the MA DTE's Letter Order issued May 28, 2002 in Docket D.T.E. 99-84.

The Manual definitions of call answering used by the Company in preparing its reports of service quality are the definitions which I used. For the purposes of the Record Request, they are identical. That is, when a service representative "responds to the call" the call is considered answered.

The two Manuals state that "[a]t the point the call enters the appropriate queue which is determined by the number they dial, Contact Center statistics begin to accumulate within Avaya & Genesys, which are the hardware/software systems the Company uses to measure and track TSF statistics." The flow diagrams in both manuals show that the calls are considered answered if picked up by a company representative, without regard to whether the representative then asks for a number to call the customer back at a later time.

I read the Manual definitions to require more of a response than taking a customer's number to call back later. I know of no DTE order or rule that authorizes counting the taking of a number for the purposes of calling back as a response to the customer's call.